



EXPERIENCING REGULATORY REFORM: LIVED EXPERIENCES OF PRIVATE SECURITY PROFESSIONALS DURING THE TRANSITION OF REPUBLIC ACT 11917

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ABSTRACT

This study explored the lived experiences of private security professionals during the transition from Republic Act No. 5487 to Republic Act No. 11917, focusing on how the new law influenced their professional practice, identity, compliance, and adaptation to evolving regulatory standards. Specifically, it sought to understand how private security personnel experienced the regulatory transition, interpreted and attached meaning to the changes introduced by the law, encountered and managed implementation challenges, adapted to new professional demands, and proposed measures to strengthen the implementation and sustainability of RA 11917. A descriptive phenomenological qualitative research design was employed, involving 20 purposively selected private security professionals from the private security agency deployed at Clark International Airport Corporation (CIAC). Data were gathered through semi-structured interviews and analyzed using thematic analysis, which resulted in the development of major themes that described the participants lived experiences.

The findings revealed that participants viewed the transition as a positive and transformative reform that modernized and professionalized the private security industry. The implementation of RA 11917 increased their awareness of regulatory requirements, strengthened professionalism, accountability, discipline, and ethical conduct, while enhancing opportunities for professional growth and career development. Participants also attributed positive meanings to the law, describing it as a mechanism that strengthened their professional identity, improved public recognition, promoted dignity and respect, protected their rights, and encouraged continuous learning and self-improvement. At the same time, they identified challenges related to licensing requirements, continuous training obligations, documentation processes, qualification standards, and inconsistencies in the implementation of benefits and welfare provisions among some agencies. Despite these challenges, participants demonstrated resilience and adaptability through continuous learning, regulatory compliance, participation in training activities, and positive responses to organizational and regulatory changes.

KEYWORDS: Regulatory Reform, Private Security Professionals, Lived Experiences, RA 11917, Professional Commitment

INTRODUCTION

The private security business in the world has grown tremendously in the last two decades due to the growing security pressures, scarce resources of law enforcement agencies, and the privatization of some security services. In most countries, private security personnel have become an important component in protecting important infrastructure, business properties, and civilian areas. Consequently, international agencies and regulatory authorities have highlighted the importance of proper governance structures to promote accountability, professionalism and respect for human rights within the private security industry.

Various international bodies such as the United Nations (UN), the International Labour Organization (ILO) and the International Organization for standardization (ISO) have made guidelines and standards applicable to private security operations. The UN, along with the UN Guiding Principles on Business and Human Rights, highlights the role of the private security providers in respecting human rights and adhering to legal and ethical frameworks. Similarly, the ILO emphasizes the idea of decent working environments, equitable labor standards, and professional training of security workers since the industry

is prone to job insecurity, insufficient training, and unequal regulation (ILO, 2017).

To address governance concerns, the international community has attempted to provide world standards of regulating the private security by the use of international documents such as the Montreux Document and the International Code of Conduct for Private Security Service Providers (ICoCA). These frameworks urge the states to implement transparent regulatory systems, licensing, and supervision frameworks of the providers of private security. Nevertheless, while these initiatives provide normative guidance, they remain largely voluntary and require the governments of countries to implement them. Recent studies have shown that, since 2016, the process of translating international standards into national regulatory frameworks remains unevenly distributed, with most countries being developing countries and emerging economies (DeWinter-Schmitt, 2018; Percy, 2017).

Although there is an increasing literature on international policy and regulation, there is still a major gap in how the regulatory reforms are perceived by the practitioners of the security profession in the ground. The macro-level issues



that have received the most attention in international research include the model of governance, compliance systems, and the relationships between the public and the private sector with regard to security (Sarre & Prenzler, 2018; Button and George, 2021). Micro-level, phenomenological images of security personnel who need to put the changes in regulations in their day-to-day practice are not given enough attention.

In addition, comparative international studies have identified best practices in the regulation of private security, yet they take into consideration the feasibility of a linear implementation and conformity. Recent research challenges this premise, claiming that regulatory shifts are multifaceted, situational, and influenced by the organizational capacity, cultural values and individual perception (Braithwaite, 2017). This points to a weakness in international literature about the way security professionals respond to new regulatory settings, manage the heightened compliance pressures, and negotiate professional identity change amid regulatory change. There remains a scarcity of empirical research on the subject of private security regulation in the Asia-Pacific region including southeast Asia and the available studies tend to be descriptive or policy-oriented. Furthermore, only a limited number of studies have employed qualitative or phenomenological research method to discuss lived experiences during regulatory transitions.

In the Philippines, the private security industry has experienced a major regulatory transformation following the passage into law of Republic Act No. 11917 in 2022 that repealed the long-running Republic Act No. 5487. The new legislation was presented to consider the old issues of outdated regulatory articles, ineffective enforcement procedures, and low professionalism in the personal security area (Senate of the Philippines, 2022). RA 11917 aims to strengthen governance through improving the licensing processes, standardization of training rules, and labor and administrative conditions to the people in the private security profession. Although RA 11917 was a comprehensive law, gaps in its implementation remain evident at the national level.

At the national level, the regulation of the private security industry follows the Philippine Development Plan (PDP) 2023-2028, specifically under the chapter of Peace and Security, and Ensuring Responsive, People-Centered, and Accountable Governance. The PDP emphasizes that it is necessary to empower the institutions, promote the rule of law, and enhance public safety by means of efficient regulations and professional conduct. The role of private security personnel is to complement the functions of the police and security agencies and to ensure peace and order, the security of important infrastructure and community protection. Enhancing regulatory measures with the help of Republic Act No. 11917 aids the PDP objective of having competent and reputable institutions in place by strengthening compliance with updated licensing, training, and operational requirements of the private security agencies and staff.

Additionally, PDP 2023-2028 emphasizes the importance of human capital development and workforce upskilling as the enhancers of the inclusive development and national security. Under RA 11917, regulatory reforms are in line with this priority because the act of training, certification, and professional accountability among the practitioners in the

private security industry are standardized. The new law enhances professional competence and ethical application in the industry by filling the loopholes existing in the old regulatory framework under RA 5487 and thus promotes decent working conditions. This is a national policy direction that offers a solid basis to the research on the lived experience of the private security professionals as they adjust to the regulatory reforms so that the security services are not hampered in delivering to the greater development of the citizens in terms of safety, governance, and sustainable national development.

On the other hand, one of the primary issues is associated with work ethics and the payment system in the private security sector. Even though the law provides a minimum service fee intended to ensure the security personnel fair wages and benefits, according to reports and industry analysis, some private security agencies continue to struggle with problems of underpayment, among other cases, such as delayed wages, and failure to provide mandated benefits (Bathala Solutions, 2023). Such circumstances imply that there is no alignment between the intention of the law and practice.

Another critical gap exists in regulatory enforcement and interagency coordination. Although the Philippine National Police (PNP) has the mandate of regulating and overseeing the activities of the private security agencies, proper implementation may need the cooperation of other agencies such as the Department of Labor and Employment (DOLE). Current policy manuals and commentaries indicate that fragmented oversight and the inability to monitor contribute to inconsistent compliance to training, licensing, and labor standards (Senate of the Philippines, 2022). This disintegration also calls into question the effectiveness of the regulatory structure as it is practically applied, even under the enhanced provisions of the text.

In addition to the implementation challenges, there is also a significant lack of empirical research focusing on the experiences of the private security professionals under the new law. The majority of the existing Philippine literature is based on legal studies, policy reports, and governmental publications that focus on the statutory texts and regulatory frameworks (Republic of the Philippines, 2022). Nonetheless, the empirical research conducted on how the transition of RA 5487 to RA 11917 affects the experience of the private security personnel is not extensive, especially regarding role change, compliance pressure, and professional adjustment.

This is a critical gap because the main actors who translate regulatory policies into practice are the private security professionals. Without a clear understanding of their lived experiences, policymakers and regulators may remain unaware of the practical challenges that hinder effective implementation. Past Philippine research on security and law enforcement has emphasized the importance of the practitioner perspective of police policy effectiveness, but the same paradigm is not used to study the problem of private security (Creswell and Poth, 2018).

Given these circumstances, the presence of labor and compliance-related problems, enforcement, and lack of empirical studies centered on the practitioners, it is evident that a qualitative study should be conducted to investigate the lived experiences of the private security professionals when Republic Act No. 11917 is being transitioned into. A study of this kind is



necessary to bridge the gap between policy-making and practice, create evidence-based knowledge, and help in enhancing the execution and the overall impact of the privatized regulation of security in the Philippines.

The local security sector in the Philippines is an important key in the national safety measures and it has contributed over half a million security personnel in over 2,100 registered agencies. These professionals serve in commercial, residential, institutional, and public locations, functioning as force multipliers, augmenting law enforcement roles (Presto, 2025). Despite their important role, the experiences of private security personnel continue to reflect implementation challenges and disparities between the intended provisions of Republic Act No. 11917 and the realities encountered in the field.

Another critical local challenge is the lack of enforcement of the regulatory standards on the operational level. Although RA 11917 reinforced licensing and training models, the regulation is still not centralized between the Philippine National Police (PNP), which conducts licensing, and the Department of Labor and Employment (DOLE) that controls the labor standards (Presto, 2025). As a result, certain agencies continue to evade stipulated conditions, including the 20% administrative fee that is meant to provide balance in determining compensation to ensure fair pay to win a cost-competitive contract. This implementation gap indicates the flaws in coordination and monitoring, which restrict the effect of the law on regulation (Presto, 2025).

Moreover, local studies have reported various operational issues that prevail in the profession. The working environment of the private security guards is stressful and is characterized by exposure to safety risk, inadequate communication equipment, lack of access to new security apparatuses, and the necessity to possess better interpersonal and technical skills (Balingit et al., 2025). These workplace realities increase the challenges of meeting the regulatory standards as well as sustaining performance standards in dynamic security environments. Although such challenges are critical, the existing qualitative studies examining the experiences of such professionals in the field of private security within the setting of regulatory change in the Philippines remain limited.

The larger body of research is a descriptive or quantitative investigation on the level of compliance, the quality indicator of the provided services, or regulatory practices, instead of the subjective views of frontline practitioners themselves (Presto, 2025). The gap is particularly remarkable since the regulatory change, including the shift to RA 11917, affects daily working practices, professional identity, and coping strategies in a way that cannot be adequately explained by policy analysis as such.

The observed gaps between idealistic vision and practical reality suggest the need for the study to explore the lived experiences of the private security workers within the Philippine context. In such a manner, the given study will help to light up the process of RA 11917 interpretation, management, and implementation by the security personnel, thus leading to a better understanding of the regulatory impact and its effects on the development of the working force, compliance behavior, and sectoral enhancement.

Statement of the Problem

This study explored the lived experience of individuals in the field of private security on the shift of the previous regulatory framework to Republic Act No. 11917. Particularly, it aimed to analyze how these professionals experience, perceive, and adjust to the regulatory changes that the new law proposes to redefine their roles, duties, and professional activities.

In particular, the study answered the following questions:

1. How do private security professionals describe their lived experiences during the transition from the former regulatory framework to Republic Act No. 11917?
2. How do private security professionals interpret and attach meaning to the regulatory changes introduced by Republic Act No. 11917?
3. What challenges do private security professionals encounter in complying with and implementing the provisions of Republic Act No. 11917?
4. How do private security professionals navigate, cope with, and adapt to the new demands arising from the implementation of Republic Act No. 11917?
5. What recommendations do private security professionals offer to improve the implementation, enforcement, and sustainability of Republic Act No. 11917?
6. Based on the findings, what can be proposed?

Methodology

The study employed a qualitative descriptive phenomenological research design to explore the lived experiences of private security professionals during the transition from Republic Act No. 5487 to Republic Act No. 11917. Grounded in Husserlian phenomenology, the approach focused on understanding participants' perceptions, experiences, challenges, adjustments, and coping mechanisms without imposing preconceived assumptions. Braun and Clarke's six-phase thematic analysis was used to systematically identify and develop themes from the participants' narratives.

The study population consisted of 85 private security personnel, including 6 Security Officers and 79 Security Guards, employed by a private security agency at Clark International Airport Corporation (CIAC). Participants were purposively selected based on specific criteria, including at least 10 years of service, experience under both RA 5487 and RA 11917, direct involvement in security operations or compliance, relevant training or orientation, willingness to participate, and good professional standing. The study excluded personnel who had not experienced both regulatory frameworks and those employed under the Airport Authority or LIPAD Corporation.

Data were gathered through a researcher-developed semi-structured interview guide containing open-ended questions concerning operational difficulties, regulatory compliance, coping mechanisms, and professional roles under RA 11917. The instrument was validated by three experts in security management, qualitative research, and Philippine legal regulations and was subsequently pilot-tested with two security professionals who were not included in the final sample. Rather than conventional reliability testing, the study established trustworthiness through expert content validation and participant verification.



For data gathering, 20 participants were purposively selected from the 85-member population. After obtaining institutional permission and ethical clearance, participants were oriented and provided informed consent. Key Informant Interviews (KII) were conducted individually, audio-recorded with consent, and supplemented by field notes and follow-up questions. Interviews were transcribed verbatim and subjected to member checking to verify the accuracy of the transcripts before analysis. The qualitative data were analyzed using Braun and Clarke's six-phase thematic analysis: (1) familiarization with the data, (2) coding, (3) searching for themes, (4) reviewing themes, (5) defining and naming themes, and (6) writing the report. This process enabled the researcher to identify meaningful patterns and themes reflecting how private security professionals experienced, perceived, and adapted to the transition to RA 11917.

Result and Discussions

SOP 1: How do private security professionals describe their lived experiences during the transition from the former regulatory framework to Republic Act No. 11917?

Probing 1.1. Are you aware of the enactment of RA 11917, which replaced RA 5487?

Theme 1.1.1. Developing Awareness and Understanding of the Regulatory Transition

The adoption of Republic Act No. 11917 represented a significant shift in the private security industry in the Philippines, superseding the old RA 5487, and establishing new policies, standards and regulatory mechanisms. The law is a transformative piece of legislation which aims at modernizing the profession, improving accountability and raising standards of competence of private security providers. The provisions and objectives of the new law have become vital for security practitioners to comprehend, as they strive to comply with its mandates, advance their careers, and meet evolving industry requirements. For security personnel, awareness of these changes is an important beginning to successful adaptation, enabling them to integrate their work with the expectations and requirements outlined in the new legislation.

The results showed that all participants had a good understanding of the implementation of RA 11917 and its substitution for RA 5487. A number of the participants emphasized that the law is the new regulation for the private security sector. For example, SO1, SO4, SG4, and SG11 stated that they knew that RA 11917 superseded the predecessor RA 5487. Meanwhile, SO2, SO3 and SO5 demonstrated a greater level of understanding in terms of the purpose, scope and importance of the law. The participants acknowledged that RA 11917 has updated the regulations, reinforced standards, enhanced professionalism and modernized the governance of private security agencies and manpower. Their answers suggest that awareness was not just of the existence of the law, but also of its purpose in the way of changing the nature of the private security profession.

Theme 1.1.2. Experiencing the Shift Toward a Modernized and Professionalized Security Industry

The implementation of Republic Act No. 11917 represented a significant institutional effort to transform the private security sector into a more responsive and future-ready profession. As security threats continue to evolve alongside technological advancements and societal changes, the need for a more adaptive regulatory framework has become increasingly important. The transition from RA 5487 to RA 11917 reflected a broader movement toward strengthening the professional status of security practitioners, enhancing operational effectiveness, and ensuring that security services remain relevant to contemporary public safety needs. This shift highlighted the growing recognition that private security professionals play a vital role beyond traditional guarding functions.

The findings revealed that participants associated RA 11917 with advancements in the security profession and improvements in industry practices. Several respondents viewed the law as a mechanism for strengthening the regulation of private security agencies and improving the protection afforded to security personnel. SG3 emphasized that the law was designed to strengthen regulation and protect security guards, while SG6 described it as a measure aimed at enhancing the quality of the private security industry. Likewise, SG8 recognized the law as a more comprehensive framework for professional security practitioners. Participants also associated the law with the promotion of modern approaches to security management. SG9 and SG10 highlighted the importance of adopting contemporary methods in ensuring public safety, whereas SG14 explained that RA 11917 was specifically enacted to modernize and professionalize the private security industry. Furthermore, SG1 and SG2 viewed the law as a means of reinforcing the security profession's responsibility in protecting lives and property and ensuring the safety of the public.

Theme 1.1.3. Perceiving Enhanced Protection, Benefits, and Professional Growth Opportunities

Private security personnel were subjected to several reforms under the implementation of Republic Act No. 11917 which aims to enhance the welfare, security, and professional growth of the private security force. The law also aims to enhance security professionals' protection by introducing better standards, better opportunities for advancement, better training requirements and better recognition of their role in society, in addition to strengthening the regulations. The reforms marked a major evolution from the previous model and reflected the priority of the government in raising the profile of the private security sector to meet its changing needs.

The results showed that participants perceived RA 11917 as a law that provides greater protection, better benefits, and better opportunities for their professional development. SG5 saw the need to change RA 5487 as technology, communication and social media has evolved as the security guard also acquires new knowledge in replacing it. Likewise, SG15 defined RA11917 as a modernized law in comparison to the former law, which included provisions that increased the training criteria, duration, and operation procedures of CRACs. The participants also mentioned certain advantages added by the



law. Regarding the extension of the validity of LESP from three to five years, SG7 highlighted it, and security guards' rights were enhanced, as mentioned by SG12. Moreover, SG13 described RA 11917 as a more comprehensive legislation that provides better protection, greater clarity of benefits, and tighter rules for private security agencies and personnel. The answers of the participants indicated that the law is regarded as good for their professional well-being and their career advancement.

The findings indicated that participants attached positive meaning to the reforms introduced by RA 11917 because they viewed them as mechanisms for enhancing their security, stability, and professional standing. The extension of license validity, strengthening of personnel rights, improvement of training programs, and modernization of protocols were interpreted as indicators of the government's recognition of the profession's importance. Participants perceived these changes as contributing not only to their personal development but also to the overall advancement and legitimacy of the private security industry. Such perceptions suggest that the law has fostered a greater sense of value and optimism regarding career progression and long-term professional growth.

Probing 1.2. Did you notice any changes in how you worked as a Private Security Professional after the enactment of RA 11917? If yes, what changes?

Theme 1.2.1. Experiencing Heightened Professionalism and Accountability in Security Practice

The evolving nature of the private security profession has required security personnel to adopt higher standards of conduct, accountability, and competence. As professional expectations continue to increase, private security practitioners are expected to demonstrate greater adherence to regulations, ethical principles, and operational procedures. This shift has influenced how security personnel perform their responsibilities, interact with stakeholders, and perceive their professional roles within the broader security sector.

The findings revealed that participants experienced noticeable improvements in professionalism and accountability following the enactment of RA 11917. According to SO1, there was a stronger emphasis on professionalism, compliance with regulations, proper documentation, and continuous training, which has resulted in more structured standards and greater accountability in performing duties. Similarly, SO3 observed stricter compliance requirements, improved reporting procedures, and enhanced coordination with authorities, leading to better service quality, discipline, and efficiency. SO4 noted deeper knowledge of legal provisions, higher standards of conduct, and increased opportunities for career advancement within the industry. Meanwhile, SG2 reported becoming more professional in communication and interactions with the public, while SG4 emphasized the importance of maintaining alertness, carrying complete equipment, and keeping licenses readily available while on duty. SG8 highlighted stricter documentation requirements and expanded responsibilities, whereas SG12 acknowledged gaining broader knowledge and a stronger sense of responsibility both as a security professional and as a citizen. Likewise, SG14 stated that the law created greater awareness of legal compliance, ethical responsibility, and professional

conduct, making security work more recognized as a profession rather than merely a job.

The results pointed out that the participants viewed RA 11917 as a means to help fortify the private security industry's professionalism and accountability. The shift helped security staff become more aware of their legal responsibilities, their ethical responsibilities, and the professional standards they must uphold. Instead of viewing security work as a way of making a living, participants began to see themselves as a profession and as competent, disciplined and committed to the public service. The emphasis on ethical accountability, continuous learning, and compliance points to the role of the law in promoting a culture of professionalism to help enhance performance and public trust.

Theme 1.2.2. Navigating New Professional Opportunities and Regulatory Requirements

Opportunities for professional advancement and changes in regulatory requirements have become important aspects of the evolving private security profession. As new standards are introduced, security personnel are expected to adjust to updated licensing systems, qualification requirements, and professional development pathways. These changes not only influence compliance with regulatory policies but also create opportunities for career growth, skills enhancement, and greater recognition within the industry.

The findings revealed that participants experienced both opportunities and adjustments as a result of the changes introduced under RA 11917. Respondents highlighted improvements in licensing validity, expanded career pathways, and stricter qualification requirements. SO2 noted that the validity of the License to Exercise Security Profession (LESP) was extended from three years to five years and that security personnel now have opportunities to progress into positions such as investigators and trainers through ladderized training programs. Similarly, SG7 recognized the extension of the LESP validity period as a significant improvement. SO5 observed that obtaining an LESP has become easier and that the law has opened opportunities for qualified high school graduates to advance to higher positions within the profession. On the other hand, SG11 pointed out that while the extended license validity is beneficial, stricter compliance with physical, mental, and professional qualifications is now required. Likewise, SG15 emphasized the implementation of stricter security protocols and enhanced benefits under the new law.

The findings indicated that private security professionals perceived the regulatory changes not only as compliance requirements but also as avenues for professional growth and career advancement. Participants viewed the enhanced licensing system, expanded qualifications, and training opportunities as mechanisms that helped improve their long-term career prospects. Although stricter standards required greater effort and commitment, these requirements were generally interpreted as necessary measures for strengthening competence and professionalism. The responses indicated that security personnel were gradually adapting to these changes and recognized their value in promoting career development and improving industry standards.



Theme 1.2.3. Adapting to Modernized Standards of Conduct and Discipline

Maintaining professional conduct and discipline is a fundamental expectation in the private security profession. As regulatory standards continue to evolve, security personnel are expected not only to perform their operational duties effectively but also to demonstrate behavior that reflects professionalism, ethical responsibility, and respect for the dignity of the profession. The introduction of updated policies and stricter behavioral standards has encouraged security practitioners to align their actions with contemporary expectations, both within and outside the workplace.

The findings revealed that participants experienced notable changes in their conduct and discipline following the implementation of RA 11917. Respondents highlighted the importance of responsibility, ethics, and professional dignity in performing their duties. SG1 emphasized that the law reinforced responsibility, ethical behavior, recognition of the profession's dignity, and continuous personal development. Similarly, SG5 shared that the law influenced him to avoid inappropriate practices such as using mobile phones for taking photos or videos while carrying a service firearm and to demonstrate greater respect toward other people. SG6 observed behavioral restrictions associated with professional conduct, including prohibitions against inappropriate social media activities such as dancing in uniform or handling firearms irresponsibly during live broadcasts. Meanwhile, SG9 and SG10 perceived the law as more modern, improved, and detailed compared to previous regulations. SG13 further highlighted that RA 11917 imposes stricter penalties on violators, thereby promoting greater discipline and compliance among private security personnel. Additionally, SG3 noted changes in security systems and procedures that vary across agencies, reflecting the industry's evolving standards and expectations.

Probing 1.3. What tangible changes, such as benefits, salary adjustments, or social protections, have you personally felt or witnessed since the new law took effect?

Theme 1.3.1. Experiencing Enhanced Compensation, Benefits, and Social Protection.

Compensation, benefits, and social protection are among the most important factors influencing the welfare, motivation, and job satisfaction of private security professionals. As frontline personnel responsible for safeguarding people and property, security guards depend on fair compensation, adequate benefits, and employment protection to sustain their livelihood and perform their duties effectively. Improvements in these areas not only contribute to the well-being of security personnel but also reinforce the recognition of the profession as an essential component of public safety and security.

The findings revealed that participants experienced tangible improvements in compensation, benefits, and social protection after the enactment of RA 11917. Many respondents identified salary increases as one of the most noticeable changes brought about by the law. SO2, SO5, SG4, SG5, SG6, and SG7 specifically cited increased wages, while SO4 noted improved compensation that was more appropriate to the responsibilities of the profession. Participants also reported receiving enhanced

benefits and social protection mechanisms. SO4 highlighted more comprehensive benefits such as health insurance and stronger job protection, while SG1 cited additional leave credits, health insurance coverage, minimum wage adjustments, and employment security. Similarly, SG7 reported improved government-mandated benefits including SSS, PhilHealth, and Pag-IBIG contributions. SG11 further mentioned experiences with incentive leave benefits and educational loan opportunities. Beyond the economic advantages, SO3 emphasized that the law strengthened recognition and protection for private security personnel as valuable members of the workforce.

The findings suggest that participants perceived RA 11917 as a significant step toward improving their economic welfare and social security. The reported increases in salaries, benefits, and employment protections indicate that the law has positively influenced the quality of life of many security professionals. However, the responses also reveal that the realization of these benefits remains uneven. While participants acknowledged improvements, some expressed concerns regarding the consistency of implementation and the actual impact of increased compensation amid rising living costs. This suggests that while the law provides a stronger framework for employee welfare, continuous monitoring and enforcement are necessary to ensure that its intended benefits are fully realized across the industry.

Theme 1.3.2. Experiencing Greater Recognition, Fair Treatment, and Organizational Support

The quality of organizational support and workplace treatment significantly influences the professional experiences of private security personnel. Beyond compensation and benefits, security professionals value recognition for their contributions, fair implementation of labor standards, and respect for their rights as workers. A supportive organizational environment not only improves employee morale but also strengthens commitment, productivity, and professional identity. As the private security industry continues to evolve, recognition and equitable treatment remain essential factors in sustaining a competent and motivated workforce.

The findings revealed that participants experienced positive changes in the way security personnel are recognized and supported within their organizations. SG9 and SG10 observed that the agencies they worked for consistently complied with regulations, particularly in the proper remittance of salaries and mandated benefits. These experiences suggest that adherence to labor regulations has enabled security personnel to receive the support and benefits due to them. Meanwhile, SG12 shared that security guards were more appreciated when they accomplished their duties successfully, such as apprehending offenders or achieving notable accomplishments. This indicates increased recognition of the contributions made by security personnel in maintaining safety and security. Similarly, SG14 emphasized that the law has enhanced recognition and professionalism within the industry, fostering a greater sense of dignity and fairness while ensuring that the rights of security personnel are respected.



Theme 1.3.3. Navigating Continuing Challenges in the Implementation of Benefits and Protections

The effectiveness of any regulatory reform depends not only on the provisions written into law but also on how consistently those provisions are implemented and experienced by those they are intended to benefit. Although Republic Act No. 11917 introduced reforms designed to enhance the welfare, protection, and professional development of private security personnel, the realization of these benefits often depends on the level of compliance among agencies and the effectiveness of enforcement mechanisms. As a result, security professionals may experience both the advantages of the law and the challenges associated with its implementation.

The findings revealed that while participants acknowledged improvements in compensation, benefits, protection, and professional development, they also identified continuing difficulties in fully experiencing these provisions. SG3 recognized increases in salary and government-mandated benefits but expressed uncertainty regarding the actual implementation of the rights and protections guaranteed by the law. Similarly, SG8 pointed out that some agencies still fail to provide mandated benefits such as SSS, PhilHealth, Pag-IBIG, and hazard pay, noting that many non-compliant agencies are not held accountable. On the other hand, SG13 acknowledged positive developments such as improved protection, benefits, professionalism, and a more efficient licensing process. Likewise, SG15 observed increased access to training opportunities and improved compensation. Supporting these observations, SO1 noted that although salary standards, benefits, and social protection have improved, challenges remain because some agencies do not consistently provide or remit the benefits required by law. These responses demonstrate that while progress has been achieved, inconsistencies in implementation continue to affect the extent to which security personnel benefit from the reforms.

The findings suggest that private security professionals viewed the implementation of RA 11917 as a work in progress. Participants generally recognized the value of the reforms but also highlighted the gap between policy intentions and actual practice. Their experiences indicate that the success of the law depends not only on the existence of legal provisions but also on consistent enforcement and agency compliance. The concerns raised regarding benefit remittances, worker protection, and accountability suggest that some security personnel continue to encounter barriers in accessing the full advantages promised by the legislation. Consequently, participants emphasized the need for stronger monitoring mechanisms and stricter enforcement to ensure equitable application of the law across the industry.

SOP 2: How do private security professionals interpret and attach meaning to the regulatory changes introduced by Republic Act No. 11917?

Probing 2.1. How has this formal shift toward professionalization changed how you see yourself?

Theme 2.1.1. Redefining Professional Identity Through Responsibility, Discipline, and Pride

Professional identity is shaped by how individuals perceive their roles, responsibilities, and contributions within their chosen profession. In the private security industry, professionalization serves as a mechanism for elevating the status of security personnel by emphasizing competence, accountability, ethical conduct, and continuous self-improvement. As regulatory reforms strengthen professional standards, security practitioners are encouraged to view themselves not merely as employees performing routine tasks but as professionals entrusted with significant responsibilities in maintaining peace, order, and public safety. The findings revealed that participants attached personal and professional meaning to the changes introduced by RA 11917 through increased responsibility, discipline, self-respect, and pride in their profession. SO1 shared that professionalization strengthened his sense of responsibility, discipline, and pride, leading him to view security work as a professional duty requiring competence, integrity, and continuous improvement. Similarly, SO3 emphasized that professionalization promotes a disciplined and self-regulated mindset grounded in ethical conduct and compliance with established standards. SO4 described a significant transformation in self-perception, noting that security work is no longer viewed simply as a means of earning a living but as a respected profession with an important role in society. Participants such as SG1, SG2, SG4, SG7, and SG11 likewise associated the law with greater accountability, ethical behavior, self-confidence, dignity, and commitment to professional responsibilities. In the same manner, SG14 stated that the shift toward professionalization led him to view himself not merely as a security guard but as a professional security officer who is respected, valued, and responsible.

Theme 2.1.2. Viewing Professionalization as a Pathway for Learning, Growth, and Self-Improvement

Continuous learning and professional development are essential components of career advancement in the private security industry. As security environments become more complex and regulations become more demanding, security professionals are expected to enhance their knowledge, skills, and competencies to perform their duties effectively. Professionalization not only promotes compliance with industry standards but also provides opportunities for personal growth, increased self-confidence, and the development of competencies necessary for meeting emerging security challenges.

The findings revealed that participants associated professionalization with opportunities for learning, capability enhancement, and self-improvement. SO2 expressed that the professionalization process allowed him to gain additional knowledge through various training programs and refresher courses. Similarly, SG3 realized that being a security guard required continuous learning and the acquisition of new skills beyond performing basic responsibilities. Participants viewed training as an important avenue for expanding their knowledge and improving their competence. SG8 highlighted the importance of daily preparation and adherence to legal and regulatory requirements in carrying out professional duties. Likewise, SG9 and SG10 emphasized that professionalization enabled them to build upon their previous knowledge while increasing their self-confidence through interactions and



engagement with others. SG15 further noted that attending more training programs contributed to a broader understanding of their profession and improved their overall knowledge and capabilities.

The findings indicate that participants interpreted RA 11917 as an instrument that supported continuous personal and professional development. Rather than perceiving training and education merely as regulatory requirements, participants viewed them as opportunities to become more competent, knowledgeable, and confident in performing their roles. The responses suggest that professionalization fostered a growth-oriented mindset among security personnel, encouraging them to develop new competencies, adapt to changing industry expectations, and improve their effectiveness in the workplace. Consequently, learning became an important aspect of how participants attached meaning to the reforms introduced by the law.

The findings are supported by foreign literature emphasizing the role of continuous learning in professionalization and workforce development. According to Eraut (2018), professional growth occurs through ongoing learning experiences that enable individuals to acquire new knowledge, refine skills, and adapt to evolving professional demands. Similarly, Billett (2020) argued that workplace learning and professional development initiatives contribute significantly to employee competence, confidence, and long-term career advancement. These perspectives support the experiences of the participants, who viewed training and continuous learning as important mechanisms for improving both their professional performance and personal development.

Theme 2.1.3. Finding Meaning in Professionalization Through Recognition, Rights, and Higher Standards

The professionalization of the private security industry extends beyond regulatory compliance and operational changes. It also encompasses the recognition of security personnel as legitimate professionals who possess rights, responsibilities, and an important role in maintaining public safety. Through stronger governance structures, enhanced policies, and updated professional standards, security personnel are provided with a framework that promotes accountability, ethical conduct, and respect for the profession. These developments influence how security professionals interpret the significance of regulatory reforms and their place within the industry.

The findings revealed that participants attached meaning to RA 11917 through the recognition of their rights, the strengthening of professional standards, and the modernization of the security sector. SO5 expressed a consistently positive outlook toward work, suggesting an appreciation of the developments brought about by the law. Similarly, SG5 noted that the law responded to the realities of modern technology and communication, particularly in addressing behaviors that may affect the image and professionalism of security personnel. SG6 viewed RA 11917 as a measure designed to strengthen the regulation of the private security industry in the Philippines. Meanwhile, SG12 emphasized that the law provided a clearer basis for the rights and responsibilities of security practitioners. Likewise, SG13 stated that the law was intended to strengthen governance and address emerging security threats through more responsive and updated regulations. These responses indicate

that participants recognized the law as an important mechanism for establishing clearer standards and elevating the position of security professionals within society.

The findings suggest that participants interpreted professionalization as a process that validates their role, protects their rights, and raises industry standards. Rather than focusing solely on operational requirements, participants associated the law with broader goals such as improved governance, enhanced accountability, and stronger professional recognition. The respondents viewed RA 11917 as providing a framework that not only regulates the profession but also safeguards the interests and welfare of security personnel. This perception reflects an appreciation of the law's contribution to strengthening the legitimacy and credibility of the private security profession in a rapidly changing security environment.

Probing 2.2. How do you feel the public perceives you as Private Security Professionals?

Theme 2.2.1. Experiencing Increased Public Recognition and Professional Respect

Public perception plays a significant role in shaping the identity, confidence, and professional fulfillment of private security personnel. As security professionals interact daily with communities, clients, and various stakeholders, the level of trust and respect they receive often influences how they perceive their own value and contribution to society. The movement toward professionalization has created opportunities for security personnel to be recognized not merely as guards but as essential partners in maintaining peace, safety, and public order. Such recognition contributes to the development of a stronger professional image and reinforces the importance of their role in contemporary society.

The findings revealed that participants perceived a noticeable increase in public recognition and professional respect following the implementation of RA 11917. SO1 observed that private security professionals are now viewed as more professional, reliable, and essential in maintaining safety and security. Similarly, SO3 noted that many people regarded security personnel as a source of safety and order whose presence fosters a sense of security in public places. SO4 shared that the public no longer views security guards merely as watchmen but as security professionals possessing the knowledge and skills necessary to perform their duties effectively. Participants also associated public respect with professionalism, responsibility, and service. SG1 emphasized values such as trust, discipline, professionalism, and readiness to provide protection and security. Likewise, SG5 highlighted the importance of self-respect and respect for others as a security professional. SG7 and SG11 expressed pride in rendering lawful and quality service to the public and clients. SG12 and SG13 viewed public trust and recognition as rewards for carrying out their duties effectively and contributing to community safety. Furthermore, SG14 and SG15 emphasized that professionalization has increased public confidence in security personnel, leading to greater respect, trust, and appreciation for their work.



Theme 2.2.2. Navigating Diverse Public Perceptions and Social Stereotypes of the Security Profession

Public perception plays a crucial role in shaping how security professionals view themselves and interpret the value of their work. Despite efforts to professionalize the private security industry, security personnel continue to encounter varying opinions from the public regarding their profession. While some individuals recognize their contributions to safety and order, others continue to hold misconceptions and stereotypes about security work. These differing perceptions influence how security professionals attach meaning to their roles and navigate their interactions with the communities they serve.

The findings revealed that participants experienced both positive recognition and negative stereotyping in their profession. *SO2 shared that comments such as "security lang yan" can be hurtful, although he remains confident that security work is a dignified profession and an important partner of law enforcement.* Similarly, *SG3 observed that some people look down on security guards because they do not fully understand the seriousness and demands of their responsibilities.* *SG6, SG9, and SG10 likewise reported encountering individuals who either highly respect security personnel or underestimate them.* Participants also noted that public perception is often influenced by personal experiences with security guards. *SG2 explained that some people develop positive impressions of security personnel while others maintain negative views depending on whom they encounter.* Meanwhile, *SG4 believed that how security professionals present themselves and perform their duties affects how the public perceives them.* Furthermore, *SG8 emphasized that many people fail to recognize the significant responsibilities associated with security work and often underestimate the complexity of the profession.*

The findings illustrate that participants viewed public perception as dynamic and shaped by both societal attitudes and professional behavior. While they acknowledged the existence of negative stereotypes, they also recognized that professionalism, competence, and ethical conduct can gradually improve the public image of the profession. Participants demonstrated resilience in dealing with unfavorable opinions by emphasizing the dignity and importance of their work. Rather than allowing these perceptions to discourage them, many viewed such challenges as motivation to perform their duties more effectively and to demonstrate the true value of security services. The findings therefore suggest that professionalization has not entirely eliminated social stereotypes but has strengthened the confidence of security personnel in addressing them.

Probing 2.3. Do the provisions of RA 11917 reflect the reality of being a security professional? Please provide your reasons.

Theme 2.3.1. Recognizing RA 11917 as a Reflection of Professional Security Practice

The effectiveness of a regulatory framework is often measured by how well it reflects the actual responsibilities, challenges, and realities experienced by practitioners in the field. For private security professionals, legislation becomes meaningful when it recognizes the complexity of their duties, supports their professional growth, and addresses the demands

of contemporary security work. As the private security industry continues to evolve, the need for laws that accurately represent the profession becomes increasingly important in strengthening both professional identity and service quality.

The findings revealed that participants viewed RA 11917 as a realistic representation of the private security profession. Many respondents believed that the law captures the actual nature of security work by recognizing its responsibilities, standards, and professional requirements. *SO2 noted that the law reflected the realities of being a security professional while also contributing to salary improvements.* Similarly, *SO3 emphasized that security work requires discipline, proper training, physical readiness, and strict adherence to procedures, all of which are recognized under the law.* *SO4 stated that RA 11917 reflects the true nature of the profession through its recognition of duties, rights, modern systems, and standards of professionalism.* Likewise, *SO5 and SG4 believed that the law accurately mirrors the current realities faced by security professionals.* Participants also associated the law with promoting public safety and reinforcing the significance of their profession. *SG6 highlighted that the legislation recognizes the importance of ensuring public security, while SG11 explained that the law acknowledges security personnel as partners of law enforcement rather than merely guards.* Furthermore, *SG14 stressed that the law reflects the profession's need for knowledge, skills, discipline, and responsibility, recognizing that security work involves far more than simply guarding premises.*

The findings suggest that participants interpreted RA 11917 as a law that legitimizes and validates the complexity of their profession. The respondents perceived the legislation as recognizing the broad range of competencies required in security work and acknowledging their contribution to maintaining public safety and order. Rather than viewing the law merely as a regulatory instrument, participants attached meaning to it as a formal recognition of their professional identity, responsibilities, and societal value. The law was therefore seen as aligning legal standards with the realities encountered by security practitioners in their daily work.

Theme 2.3.2. Valuing Enhanced Training, Career Development, and Professional Advancement

Professional growth is a vital aspect of any occupation because it equips individuals with the knowledge, skills, and competencies necessary to meet changing workplace demands. In the private security industry, continuous training, career advancement opportunities, and competency development are essential in ensuring that security personnel remain effective, responsive, and capable of addressing emerging security challenges. As professional standards continue to evolve, security practitioners increasingly recognize the importance of education, specialized training, and career progression in strengthening their professional capabilities and long-term career prospects.

Participants viewed the provisions of RA 11917 as opportunities for personal growth, career advancement, and the development of professional competencies. Their responses highlighted the law's role in promoting training, education, improved qualifications, and expanded career pathways. *SG1 emphasized that unlike RA 5487, the new law places greater*



importance on training and education, providing security guards with opportunities to advance in their careers. SG3 likewise noted significant improvements resulting from additional training, education, and knowledge acquisition. Participants also associated the law with professional advancement and improved status within the industry. SG2 stated that the new law elevates the standing of security guards, while SG12 believed that it was designed to uplift security personnel. In addition, SG5 recognized benefits such as increased compensation and longer LESP validity, whereas SG7 highlighted the inclusion of modern security functions such as CCTV monitoring and risk management. Participants further acknowledged stricter qualification standards and improved training systems. SG8 noted that the law promotes the selection of competent and qualified individuals for the profession, while SG9 and SG10 pointed to enhanced licensing procedures and training quality. Similarly, SG13 observed that the law encourages greater professionalism through more rigorous training requirements, and SG15 emphasized the expanded knowledge and enhanced understanding gained from implementing updated regulations.

The findings indicate that participants attached positive meaning to the law because it created pathways for professional advancement and competency enhancement. Rather than viewing the new requirements merely as obligations, many respondents perceived them as investments in their professional future. The emphasis on training, licensing, and qualification standards was interpreted as a means of increasing professional competence, improving career opportunities, and elevating the image of the profession. Participants recognized that continuous learning and skills development are necessary for adapting to modern security demands and for achieving long-term career growth within the industry.

SOP 3: What challenges do private security professionals encounter in complying with and implementing the provisions of Republic Act No. 11917?

Table 7 (SOP 3-Question 1)

Probing 3.1. Are there any requirements in RA 11917 that are difficult to follow in your duties as a security professional? Why?

Theme 3.1.1. Challenges in Complying with Licensing, Training, and Regulatory Requirements

Compliance with regulatory requirements is a critical component of professional practice within the private security industry. While regulatory reforms are intended to improve standards, professionalism, and accountability, they also introduce additional responsibilities that require time, resources, and continuous commitment from security personnel. Meeting licensing requirements, attending mandatory training programs, maintaining documentation, and adhering to stricter operational standards can present difficulties for practitioners, particularly when they must balance these obligations with demanding work schedules and operational duties.

The findings revealed that participants encountered various challenges related to complying with licensing, training, and regulatory requirements under RA 11917. Several respondents identified strict documentation, licensing, and

training requirements as major concerns. SO1 explained that compliance with documentation, licensing, and training requirements becomes difficult when resources and time are limited, particularly when agencies fail to fully implement mandated benefits and standards. Likewise, SO3 identified continuous training and periodic recertification as challenging despite recognizing their importance for professional development. Operational realities also contributed to compliance difficulties. SO4 noted that maintaining proper conduct and strict adherence to regulations can be challenging when dealing with difficult individuals, working under pressure, or operating with limited resources. Similarly, SO5 reported that attending refresher courses is difficult when they coincide with rest days after long twelve-hour shifts. Participants further cited stricter qualification standards and training requirements imposed by the new law. SG1 referred to the more stringent qualifications and training provisions, while SG6 highlighted the challenges associated with meeting qualification requirements and implementing prescribed security standards. Moreover, SG14 emphasized that licensing requirements, continuing education, and uniform standards require considerable time, effort, and financial resources, especially when balancing compliance obligations with daily security operations.

Theme 3.1.2. Commitment and Adaptability in Implementing RA 11917 Requirements

Adapting to regulatory change often requires not only compliance with new policies but also a willingness to embrace professional responsibilities and adjust to evolving standards. Within the private security industry, the successful implementation of reforms largely depends on the commitment of security personnel to follow regulations, learn new procedures, and integrate professional standards into their daily practice. The ability to adapt positively to change reflects both professional maturity and readiness to uphold the objectives of industry reform.

The findings revealed that many participants did not perceive the requirements of RA 11917 as burdensome. Instead, they viewed compliance as achievable through willingness, commitment, and proper understanding of the law. SO2 emphasized that the law is not difficult to follow for individuals who genuinely choose the profession and understand that it provides protection for security personnel. Likewise, SG3 stated that no requirement is difficult for someone who is willing to learn. Similar perspectives were expressed by SG4 and SG5, who believed that the law is manageable and beneficial to security professionals. Several respondents, including SG7, SG11, SG12, SG13, and SG15, explained that compliance becomes easier when the law is properly implemented and consistently followed. Furthermore, SG9 and SG10 attributed their positive experiences to having undergone the correct procedures, indicating that familiarity with regulatory processes reduced difficulties in compliance. These responses collectively demonstrate a strong willingness among security professionals to adjust to the provisions of RA 11917.

The findings suggest that participants interpreted compliance as a personal and professional responsibility rather than an obstacle. Their responses indicate that challenges are minimized when security personnel demonstrate a positive



attitude, openness to learning, and commitment to following established regulations. Instead of focusing on the additional requirements introduced by the law, respondents emphasized the importance of discipline, personal initiative, and adherence to proper procedures. This perspective reflects an adaptive mindset in which regulatory reforms are viewed as opportunities to strengthen professionalism and improve industry standards rather than as sources of difficulty.

This finding is supported by international literature emphasizing the role of adaptability and commitment in implementing professional reforms. According to Billett (2020), workers who actively engage in learning and adapting to changing workplace requirements are more likely to experience successful professional development and organizational integration. Similarly, Eraut (2018) noted that professional competence is strengthened when individuals demonstrate willingness to learn, comply with standards, and continuously improve their practice. These perspectives align with the participants' experiences, as they associated successful compliance with personal commitment and readiness to embrace change.

Probing 3.2. Regarding the processing of your LESP (License to Exercise Security Profession) and other clearances, what specific changes in the documentation process have you noticed compared to the previous system?

Theme 3.2.1. Adjusting to Changes in Digitalized and Streamlined Documentation Processes

Administrative procedures and documentation requirements play a crucial role in the regulation and professionalization of the private security industry. As regulatory systems evolve, security professionals are often required to adapt to new procedures designed to improve efficiency, accessibility, and accountability. The transition from traditional manual processes to digitalized systems represents a significant organizational change that affects licensing applications, clearances, records management, and compliance monitoring. Such developments aim to simplify transactions while ensuring that regulatory requirements are implemented more effectively.

The participants described various changes in the processing of their LESP and other documentary requirements, particularly emphasizing improvements in efficiency, digitalization, and accessibility. SO1 observed that the validity period of the LESP was extended from three years to five years and that the processing system had become faster than before. Similarly, SO3 noted improvements in digitalization and records management, explaining that portions of the application and verification process are now handled electronically. SO4 likewise highlighted the more organized system, the use of technology, and changes in renewal procedures. Participants such as SO5, SG2, SG4, SG7, SG9, SG10, and SG11 consistently emphasized that documentation processes had become easier, faster, and more convenient through online applications and modernized systems. In particular, SG7 and SG11 appreciated that applicants no longer needed to travel to Camp Crame because Regional Civil Security Units facilitated the submission and uploading of documents. Likewise, SG14 perceived the new system as more organized, systematic, and

efficient due to increased reliance on digital platforms and streamlined procedures.

Theme 3.2.2. Adapting to Revised Licensing, Qualification, and Documentation Requirements

The introduction of new regulatory standards often requires professionals to adjust to revised qualifications, licensing procedures, and documentation requirements. In the private security industry, these changes are intended to ensure that personnel possess the competencies, credentials, and professional standards necessary to perform their duties effectively. As regulatory frameworks evolve, security professionals must adapt to updated requirements that promote greater accountability, competence, and industry-wide standardization.

Participants described several adjustments related to licensing, qualifications, and documentation following the implementation of RA 11917. SO2 observed that certain requirements changed under the new law, noting the removal of the DILG clearance requirement while most other clearances remained the same. SG6 emphasized that applicants must now satisfy specific qualifications prescribed by the law before entering the profession. Likewise, SG12 highlighted the addition of training programs and examinations as part of the regulatory process. SG13 noted that training requirements contribute to improved employment opportunities, while SG15 pointed out that licenses now have a longer validity period and follow more standardized procedures. Collectively, these responses indicate that participants experienced adjustments in both entry requirements and professional credentialing processes under the new regulatory framework.

The findings suggest that private security professionals generally perceived these revised requirements as necessary measures for strengthening the quality and credibility of the profession. While the changes required adaptation, participants viewed them as mechanisms that ensure only qualified individuals enter the industry and that practitioners maintain current knowledge and competencies. The emphasis on qualifications, training, and standardized procedures reflects an effort to align the profession with modern expectations and enhance the overall professionalism of the security workforce.

Probing 3.3. How would you describe your experiences of the supervision of regulatory bodies, such as PNP-SOSIA?

Theme 3.3.1. Experiencing Structured Regulatory Oversight and Compliance Monitoring

Regulatory oversight plays a critical role in ensuring that professional standards, ethical practices, and legal requirements are consistently observed within the private security industry. Effective supervision from regulatory agencies helps maintain accountability, strengthen professionalism, and ensure that private security personnel and agencies operate in accordance with established laws and regulations. Through inspections, monitoring activities, and compliance assessments, regulatory bodies serve as key mechanisms in safeguarding the integrity and quality of security services.



The participants described their experiences with PNP-SOSIA as largely structured, organized, and centered on ensuring compliance with regulatory standards. SO1 emphasized that regulatory bodies help ensure the proper implementation of policies, standards, and regulations through inspections, training activities, and compliance checks. Similarly, SO2 described PNP-SOSIA as strict and systematic in conducting inspections and verifying security licenses and credentials. SO3 viewed the agency's supervision as structured, authoritative, and essential in maintaining professionalism within the industry. Participants such as SO4, SO5, SG4, SG7, SG9, SG10, SG12, SG14, and SG15 likewise highlighted regular inspections, monitoring activities, and enforcement of rules as important aspects of regulatory supervision. Several participants noted that inspections help ensure compliance with RA 11917 and encourage security personnel and agencies to consistently adhere to legal and professional standards. Overall, respondents generally perceived PNP-SOSIA as fulfilling its regulatory responsibilities in an organized and professional manner.

Theme 3.3.2. Adapting to Regulatory Standards, Inspections, and Enforcement Requirement

The effectiveness of regulatory reform depends not only on the establishment of new policies but also on the ability of professionals to adjust their practices to meet evolving standards and enforcement mechanisms. Within the private security industry, compliance requires security personnel to become familiar with updated operational procedures, documentation requirements, inspection protocols, and professional standards. As regulatory agencies strengthen oversight, private security professionals are expected to demonstrate greater preparedness, discipline, and adherence to prescribed rules and regulations in the performance of their duties.

The participants shared various experiences illustrating how they had adapted to the standards and enforcement requirements introduced under RA 11917. SG1 highlighted the need to comply with regulations governing the use of firearms, equipment, and uniforms prescribed by PNP-SOSIA. Similarly, SG3 explained that security guards had to keep complete documents and be prepared to answer questions regarding their duties and responsibilities during inspections. SG2 emphasized the importance of understanding proper procedures in handling incidents and maintaining accurate logbook records. Participants also associated compliance with professional appearance and conduct. SG5 emphasized the importance of wearing the uniform properly and demonstrating disciplined behavior that reflects professionalism. Moreover, SG8 noted that training requirements and appearance standards had become stricter over time, requiring security personnel to continuously adapt. SG11 recognized the shift toward modern systems, particularly the use of online LESP processing, while SG13 referred to stricter screening processes and licensing requirements for security personnel. SG6 further acknowledged the authority of PNP-SOSIA in issuing licenses and permits, emphasizing the importance of adhering to regulatory procedures.

SOP 4: How do private security professionals navigate, cope with, and adapt to the new demands arising from the implementation of Republic Act No. 11917?

Probing 4.1. When faced with the new demands of this law, how do you adapt, and what personal strategies or workarounds do you use?

Theme 4.1.1. Adapting Through Continuous Learning and Legal Awareness

The introduction of new regulatory requirements often requires professionals to actively acquire knowledge, update their skills, and remain informed about changes affecting their practice. In the private security industry, adapting to new legal and professional expectations involves more than compliance alone. It requires continuous learning, awareness of regulatory updates, and a commitment to understanding how new policies affect day-to-day responsibilities. Through ongoing education and professional development, security personnel are better equipped to perform their duties effectively while responding to evolving industry standards.

The participants described various strategies they used to adapt to the new demands arising from the implementation of RA 11917. Many respondents emphasized the importance of staying informed about the law and understanding its provisions. SO1 explained that adaptation involved remaining knowledgeable about the law, following regulations, and ensuring that responsibilities were carried out in accordance with legal standards. Similarly, SO2 shared that reading and understanding the rules and regulations enabled him to comply effectively with new requirements. SO3 highlighted the importance of staying informed, managing time efficiently, and maintaining professionalism in adapting to the new standards. Several participants also pointed to continuous learning through seminars and training activities. SO4 emphasized self-directed learning and participation in training programs to better understand the law. Likewise, SG3, SG6, and SG14 identified training, research, and professional networking as important strategies for adapting to regulatory changes. Other participants stressed the importance of actively seeking information. SG2 encouraged reading and consulting knowledgeable officers, while SG15 emphasized curiosity and willingness to learn from more experienced individuals. In addition, SG9 and SG10 highlighted the need to carefully study the provisions of the law to ensure that all actions remain consistent with legal requirements.

Theme 4.1.2. Adjusting Work Practices to Meet New Regulatory Requirements

The introduction of new regulations often requires professionals to modify established routines, procedures, and workplace behaviors to remain compliant with evolving standards. In the private security industry, adapting to regulatory reforms involves not only understanding new requirements but also incorporating them into daily operations. Such adjustments may include maintaining updated licenses, ensuring proper documentation, participating in continuing professional development activities, and aligning security practices with prescribed legal and professional standards. These changes are



necessary to uphold professionalism, accountability, and effectiveness in the delivery of security services.

Participants described various ways in which they adjusted their work practices to comply with the new requirements introduced by RA 11917. SO5 explained that adaptation involved regularly updating the LESP, attending training programs, upgrading professional skills, and ensuring that all required documents were readily available. Similarly, SG4 emphasized maintaining an open mindset and willingly complying with changes brought about by the law. SG7 shared that adaptation required becoming more responsible and replacing outdated practices that no longer align with the provisions of RA 11917. Likewise, SG8 highlighted the importance of ensuring that all documents and records comply with regulatory requirements. Continuous preparedness and professional development were also emphasized, as SG12 stressed the need to remain ready and participate in ongoing training. Furthermore, SG13 demonstrated adaptation by committing to uphold the Eleven General Orders of Security Guards, particularly in safeguarding assigned posts and performing duties responsibly.

The findings indicate that private security professionals coped with regulatory changes by integrating compliance-related practices into their daily routines and professional responsibilities. Rather than resisting the new requirements, participants demonstrated a willingness to modify existing work habits and align their conduct with updated standards. Their responses suggest that adaptation is characterized by preparedness, responsibility, compliance, and a commitment to continuous improvement. By adjusting their practices, security personnel were able to meet regulatory expectations while maintaining effective performance in their duties.

Theme 4.1.3. Demonstrating Positive Mindset, Responsibility, and Commitment to Compliance

Adapting to change involves not only modifying work practices and acquiring new knowledge but also developing the right mindset toward new expectations and responsibilities. In professional settings, a positive attitude toward change enables individuals to view new rules and requirements as opportunities for growth rather than obstacles. Within the private security industry, the successful implementation of regulatory reforms depends largely on the willingness of security personnel to embrace change, act responsibly, and remain committed to complying with professional standards and legal requirements.

The participants demonstrated that their adaptation to RA 11917 was heavily influenced by personal responsibility, positive attitudes, and a commitment to professional compliance. SG1 emphasized the importance of maintaining a positive mindset instead of resisting change, recognizing that new regulations contributed to the improvement of the profession. Similarly, SG5 viewed the transition as manageable because many practices established under the previous law could still be applied while adapting to new requirements. Participants also highlighted the importance of personal accountability. SG11 stated that genuine change begins with choosing to obey the law even when no one is watching, while SG7 shared that the law encouraged greater responsibility for personal actions and conduct. In addition, SG15 demonstrated a

collaborative approach to adaptation by sharing newly acquired knowledge and suggestions with colleagues to improve collective performance and workplace effectiveness. These responses indicate that participants relied on positive attitudes, personal discipline, and cooperation in order to successfully navigate regulatory changes.

The findings suggest that adaptation to RA 11917 extends beyond procedural compliance and involves the development of values that support professional growth. Participants perceived positive thinking, accountability, and commitment to ethical conduct as important factors in adjusting to the law's demands. Their responses demonstrate a recognition that compliance is not solely the result of external enforcement but also stems from internal motivation and personal responsibility. Furthermore, the willingness to share knowledge and support colleagues reflects a collective understanding that professional development and compliance are shared responsibilities within the security profession.

SOP 5: What recommendations do private security professionals offer to improve the implementation, enforcement, and sustainability of Republic Act No. 11917?

Probing 5.1 Based on your years of service and your experience with this transition, what practical recommendations would you offer to improve how this law is implemented to ensure it is sustainable for professionals like you? Give at least one.

Theme 5.1.1. Strengthening Enforcement, Monitoring, and Regulatory Integrity

The long-term effectiveness of any regulatory reform depends on the strength of its implementation, monitoring mechanisms, and enforcement processes. While Republic Act No. 11917 introduced significant reforms to professionalize the private security industry, its success ultimately relies on the consistent application of its provisions across all private security agencies and personnel. Ensuring transparency, accountability, and compliance with established standards is essential for protecting the welfare of security professionals and maintaining public confidence in the industry. Consequently, participants highlighted the need for stronger regulatory oversight and more effective enforcement mechanisms to sustain the gains achieved through the law.

Participants recommended several measures aimed at improving the implementation and enforcement of RA 11917. SO1 emphasized the need to strengthen monitoring and enforcement activities to ensure that agencies consistently comply with salary regulations, employee benefits, and labor standards. Similarly, SO2 proposed the adoption of a Digital LESP ID directly linked to the SOSIA database to address the problem of fake licenses and facilitate easier verification of security personnel credentials. SO3 recommended improving coordination, flexibility, and digitalization to make implementation more realistic and sustainable. Meanwhile, SO5 suggested that PNP-SOSIA should provide clearer guidelines and standards to ensure uniform application of the law. Participants also expressed concerns about irregularities within the system. SG10 pointed to the existence of fixers and unofficial transactions during the licensing process, while SG11



recommended stricter action against unregistered agencies, more consistent law enforcement, and stronger safeguards against corruption. Likewise, SG8 proposed implementing stricter regulations governing private security agencies to prevent exploitation and protect security professionals from unfair practices.

Theme 5.1.2. Promoting Continuous Education, Training, and Awareness of the Law

Continuous education and training play a critical role in ensuring the effective implementation and long-term sustainability of regulatory reforms within the private security industry. As security environments and professional standards continue to evolve, private security personnel must remain informed, skilled, and knowledgeable about legal requirements and industry practices. Ongoing learning opportunities not only strengthen professional competence but also help ensure that security personnel consistently comply with regulatory standards and perform their duties effectively. For this reason, participants emphasized the importance of sustaining educational initiatives and increasing awareness of the provisions of RA 11917.

The participants recommended strengthening the dissemination of information, expanding training opportunities, and improving awareness programs related to the law. SO4 emphasized the need to reinforce the provision of information and continuous support for security personnel. Likewise, SG6 highlighted the importance of training programs and professional development activities for security professionals. Recognizing the need for continuous learning, SG7 proposed conducting at least two mandatory training programs within the five-year validity period of the LESP to ensure that security personnel remain updated on existing laws and regulations. Similarly, SG12 stressed the importance of providing accurate information to all stakeholders to ensure compliance with the law. SG13 recommended that security personnel be properly trained, licensed, and protected while performing their duties. In addition, SG14 emphasized the necessity of continuous instruction and explanation of the law so that all security professionals can fully understand its provisions and requirements. These responses collectively underscore the importance participants place on education and awareness as means of sustaining the objectives of RA 11917.

Theme 5.1.3. Fostering Professionalism, Fairness, and Welfare Protection Among Security Personnel.

Professionalism, fairness, and employee welfare are essential factors in sustaining a competent and respected private security workforce. Beyond regulatory compliance, the long-term success of RA 11917 depends on its ability to cultivate professional values, protect the rights of security personnel, and promote equitable treatment within the industry. Security professionals not only seek improvements in regulations and procedures but also aspire to work in an environment where respect, integrity, fairness, and welfare protection are consistently upheld. These elements contribute to job satisfaction, professional pride, and the overall credibility of the security profession.

The participants emphasized several recommendations centered on professionalism, respect, fairness, and the

protection of security personnel. SG1 stressed the importance of showing respect to people encountered in the performance of duties, while SG2 highlighted the need for patience and maintaining professionalism at all times. Similarly, SG3 emphasized self-discipline and respect for everyone without exception as important qualities that security personnel should continuously practice. In terms of fairness, SG4 recommended the implementation of equitable policies that would protect security guards who perform their duties responsibly and in accordance with the law. Participants also expressed support for welfare-related provisions. SG5 recommended maintaining the five-year validity of the LESP, while SG14 stressed that security personnel should genuinely experience the benefits and protections promised by the law. Additionally, SG7 and SG9 expressed satisfaction with the provisions already contained in RA 11917, suggesting that the law has positively contributed to the profession. SG15 further encouraged security personnel to remain open to change, continue learning, and willingly share knowledge with colleagues for the collective improvement of the profession.

The findings indicate that participants believed the sustainability of RA 11917 depends not only on stronger regulations but also on the cultivation of professional values and the protection of personnel welfare. Their recommendations suggest that respect, integrity, fairness, and continuous self-improvement are essential components of a professional security workforce. Participants recognized that legal reforms are most effective when accompanied by ethical conduct, supportive workplace practices, and tangible benefits that improve the welfare of security personnel. The responses also demonstrate a desire for a professional culture that values both individual responsibility and collective development within the industry.

CONCLUSION

Based on the findings of the study, it was concluded that private security professionals generally described their transition from the former regulatory framework under Republic Act No. 5487 to Republic Act No. 11917 as a positive and transformative experience characterized by increased awareness of regulatory reforms, improved professionalism, stronger accountability, enhanced welfare provisions, and expanded opportunities for career development. The regulatory changes were positively perceived as a mechanism for strengthening professional identity, increasing public recognition, promoting dignity and respect for the profession, supporting continuous learning, protecting workers' rights, and establishing higher professional standards within the private security industry. However, despite these perceived benefits, private security professionals encountered challenges related to licensing requirements, continuous training obligations, documentation processes, qualification standards, and the inconsistent implementation of mandated benefits and worker protections among some agencies, indicating a gap between policy provisions and actual practice. Nevertheless, the professionals demonstrated their capacity to navigate and adapt to the demands of RA 11917 through continuous learning, participation in training programs, increased legal awareness, compliance with regulatory requirements, proper documentation, workplace adjustment, and the development of



positive and responsible attitudes toward organizational and regulatory change. Finally, the participants emphasized the need for stronger enforcement of the law, improved regulatory monitoring, greater transparency and efficiency in licensing systems, continuous professional development opportunities, intensified information dissemination, and enhanced protection of worker welfare to promote the effective, consistent, and sustainable implementation of RA 11917.

Recommendation

It is recommended that security agencies and regulatory bodies continuously conduct orientation programs, information campaigns, and awareness activities regarding Republic Act No. 11917 to strengthen stakeholders' understanding of the law and facilitate the smooth transition of security personnel toward updated professional standards. Security agencies may likewise implement programs that enhance professional identity, public trust, ethical conduct, and professional recognition through competency development, values formation, and leadership enhancement initiatives. The PNP-SOSIA and other concerned regulatory agencies may strengthen monitoring, compliance audits, and enforcement mechanisms to ensure that private security agencies consistently comply with licensing requirements, labor standards, mandated benefits, and welfare provisions under RA 11917. Continuous and competency-based training programs, refresher courses, seminars, and professional development activities should also be institutionalized to enable security personnel to effectively adapt to regulatory changes and emerging industry demands. Furthermore, regulatory authorities should improve the transparency, accessibility, and efficiency of licensing procedures, documentation, digital processing systems, and information dissemination while ensuring greater protection of workers' rights, welfare, and professional interests. Finally, the proposed Regulatory Compliance and Professional Development Framework for Private Security Professionals under RA 11917 may be adopted and utilized by PNP-SOSIA, private security agencies, training institutions, and other relevant stakeholders as a guide for strengthening regulatory implementation, compliance, enforcement, professional development, and the long-term sustainability of the law.

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